

2025 Homeless Veterans' Reintegration Program (HVRP) National Post-Award Conference (PAC) Questions and Answers (Q&A)

Day One

Q: If a veteran is a homeowner, currently behind on their mortgage payments, and receiving food benefits, would they qualify for HVRP under the "at-risk of homelessness" category?

A: To meet the “veteran at risk of homelessness” definition, the veteran would first need to meet one of the following two categories:

- Veterans who, at program entry, are at risk of homelessness within 15–60 days (veterans who are at risk of homelessness within 14 days are considered at “imminent risk” and are defined as homeless); or
- Veterans recently released (within the last 18 months) from incarceration who are at risk of homelessness.

And **at least one** of the following criteria:

- Veterans who meet the criterion for extremely low income; or
- **Veteran recipients of welfare and/or public assistance;** or
- Veterans referred from the following VA programs:
 - Substance Use Residential Rehabilitation Treatment Program, or
 - Domiciliary Residential Rehabilitation Treatment Programs (DRRTP), or
 - Veterans Justice Outreach Program – VA Homeless Programs, or
 - Post-Traumatic Stress Disorder (PTSD) Residential Rehabilitation and Treatment Program, or
 - Compensated Work Therapy/Transitional Residence Programs; or
- Veterans who are **at risk of losing their current housing** with no alternative safe housing options immediately available to prevent them from moving to an emergency shelter or another place described in the homeless definition (i.e., will enter emergency shelter, including Emergency Housing Assistance or Safe Haven, transitional housing, or a place not meant for human habitation).

Q: For participants who are considered at risk of homelessness, can a past due utility bill serve as valid supporting documentation to demonstrate housing instability?

A: No, a past due utility bill is not sufficient supporting documentation. Examples of “at risk of homelessness” documentation include eviction notice, income statement, referral from certain VA programs, welfare or public assistance documentation, and other information relevant to the veteran’s “at risk of homelessness” situation, meeting the criteria outlined in the “at risk of homelessness” definition.

Include documentation to justify the determination of “at risk of homelessness” status in the participant’s case file. If no documentation exists, self-attestation can be used in rare circumstances to document a participant’s “at risk of homelessness” status. For more information, please see [VPL 06-24](#).

Q: Are veterans with an uncharacterized discharge due to medical/physical standards failure or court-martial eligible for HVRP services?

A: According to the eligibility requirements outlined in [VPL 06-24](#), the veteran can have any character of discharge *except* dishonorable.

Q: Was the Program Year (PY) 2024 Participant Tracking Sheet updated?

A: Yes! The PY25 Participant Tracking Sheet can be found on the [Program Documents](#) page of the HVRP website.

Q: Is NVTAC publishing a new HVRP program guide?

A: Yes! The 2025 NVTAC HVRP Program Guide is now available on the NVTAC website on the [Welcome New Grant Recipients](#) page.

Q: We use the Status Query and Response Exchange System (SQUARES) to help with initial verification. Sometimes SQUARES will state: 0 days active, 0 days reserve, but they have an uncharacterized Other Than Honorable/Uncharacterized Discharge (OTH/UHC). With it saying 0 days, can we still use that for initial eligibility?

A: VETS allows grant recipients to **conditionally** enroll, provide services to, and report veteran participation on the quarterly performance reports using Veterans Benefits Management System (VBMS) documentation, which recently replaced the VA Hospital Inquiry (HINQ); or VA web application SQUARES documentation. If SQUARES is not responsive, pursue these alternatives to requesting a DD-214:

- Go to the National Archives Veterans’ Service Records website. Under “Start Request Online,” select “DD 214/Separation Documents.” Then, select “Make a new request.” When you get to the section that asks, “Which of these categories best describes why you’re requesting the records?” select “Emergency Request” and then “Homeless Seeking Shelter.” Using this option, you will be required to verify that the individual you are seeking documentation for meets their definition of homelessness before proceeding.
- Submit a military records request to get the DD-214 or other military service records through the milConnect website. See the VA’s instructions for navigating milConnect for more information.
- Contact your state Department of Veterans Affairs, the county’s veterans service office, or local veteran service organization (e.g., VFW, DAV).

Watch the [NVTAC Quick Guide Microlearning: Requesting a DD-214 – YouTube](#), which walks the viewer through steps on requesting the DD-214 from these sources. If the grant recipient has requested the eligibility documentation within three business days of enrollment, followed up on the request, and made reasonable efforts to obtain the documentation, but does not receive the appropriate eligibility documentation to verify the veteran status after using all these methods by the time the participant exits, the grant recipient must reach out to their Grant Officer's Technical Representative (GOTR) for technical assistance on how to proceed, if that rare circumstance arises.

Q: How can HVRP assist if a veteran has an “Other than Honorable” discharge?

A: Provided that the veteran meets the definition of homeless or at risk of homelessness, a veteran with an “Other than Honorable” discharge would be eligible for HVRP. According to the eligibility requirements outlined in [VPL 06-24](#), the veteran can have any character of discharge *except* dishonorable.

Day Two

Q: If a staff position is on the approved budget but the position becomes vacant with no intent to fill it, what should happen to that position? Does an amendment have to occur to remove the position, or does it just get reported as vacant for the period?

A: Changes to HVRP staff, position, or percentage of time charged to HVRP do not require an amendment application unless the change results in a transfer of 10 percent or more among direct cost categories or a change to the Statement of Work (SOW). The grant recipient must consult with their GOTR regarding these changes and note them in the Technical Performance Narrative submitted during quarterly performance reporting. For more information, please see [VPL 04-24](#).

Q: Can Quality Assurance (QA) staff charge the personnel line item for HVRP if they review enrollments and purchases for the grant? Under the Workforce Innovation and Opportunity Act (WIOA), QA can charge programs directly as they provide quality assurance work, but normally for federal programs QA is considered an administrative or indirect cost.

A: Each HVRP grant recipient has different approved personnel based on their individual grant award and Indirect Cost Rate agreement or Cost Allocation Plan. For questions about your grant, please contact your GOTR.

Q: Can the participant support costs be in the form of reimbursement to the enrolled individual if they have already incurred the cost?

A: No. HVRP cannot reimburse a participant for costs they incurred before enrolling in HVRP.

Q: Can HVRP pay for traffic fines?

A: Yes, if the fine or fee is creating a barrier to employment. Please coordinate with your GOTR to validate how it is creating a barrier to employment.

Q: Is it expected to modify the Individual Employment Plan (IEP) as needed or if the employment goals change? For example, if the employment goal changes, should a new IEP be created?

A: The IEP is not a static document. To be effective, it should be discussed, reviewed, and updated throughout participation in HVRP. For more information, please see [Veterans' Program Letter 06-24 Homeless Veterans' Recognition Program Requirements and Functions](#), which discusses IEP in depth starting on page 14. Please see the 2025 NVTAC HVRP Program Guide for more information on IEP.

Q: Where are documentation requirements listed?

A: [VPL 06-24 HVRP Program Requirements and Functions](#) lists the types of documentation throughout the policy that grant recipients are required to maintain.

Grant recipients can find all HVRP requirements on the [Policies and Requirements](#) page of the HVRP website.

Q: To ensure participants are not dually enrolled, we need to confer with other organizations, but how do we do so without exposing the participant's personally identifiable information (PII)?

A: It is important for HVRP grant recipients to maintain participant PII. [Section F\(9.\) of the FY25 HVRP Federal Award Terms and Conditions](#) states that the award recipient(s) must recognize and safeguard PII except where disclosure is allowed by prior written approval of the Grant Officer or by court order.

Grant recipients should ensure proper releases of information (ROI) are in place, as applicable.

Q: For virtual National Veterans' Training Institute (NVTI) classes, is there a specific number of participants that would be considered full capacity? Also, will there be additional class options added to the schedule?

A: The maximum class size for virtual and in-person classes is 24 students. The schedule will be updated in September 2025 with more classes. You can check the class schedule at any time by viewing the [NVTI Class Schedule](#). Please also consider signing up for the NVTI newsletter at [Subscribe to the NVTI Mailing List | National Veterans' Training Institute](#).

Q: What is the process to enroll for NVTI classes?

A: Complete the [NVTI Application Form](#) online. Follow all instructions and complete all required fields. If you encounter any difficulties with accessing or completing the form, feel free to contact NVTI Student Services at studentservices@nvti.org. Once your application is submitted, you will automatically receive a confirmation notification on the webpage indicating that your application has been received and is under review for approval by NVTI. Once your application has been reviewed and approved by NVTI, you will be registered for your requested class(es). If we have any questions about your application, we will reach out. Once you have been registered, you will receive a separate registration confirmation email for the class(es) you have been registered for.

If you are registering for an in-person class at our Dallas training facility, you will receive an additional email with instruction on how to schedule your travel with NVTI. For more information on travel instruction emails, please see the note below. For any questions related to traveling with NVTI, please contact NVTI Travel at travel@nvti.org.

For more information, please visit the [NVTI website](#).

Q: Will there ever be NVTI training virtually for veterans enrolled in the program?

A: According to applicable statute (see [38 U.S.C. § 4109](#)), NVTI is permitted to offer training exclusively to veteran service providers, rather than to veterans directly.

Q: Can you adjust after you submit an amendment if you make an entry error in GrantSolutions? Can you go back to correct it?

A: Once you submit an amendment, you will only be able to make corrections if your GOTR returns the amendment to you.

Q: How do we change our authorized representative?

A: An amendment application is required for administrative changes following Section V.B. of [VPL 04-24](#). Please see page 3 of the [VPL 04-24 HVRP Award Amendments Attachment A – Technical Assistance Guide](#) for detailed instructions on how to request changes to key personnel.

Day Three

Q: Does NVTAC provide assistance in obtaining veterans' DD-214?

A: While NVTAC cannot directly assist in requesting a participant's DD-214, they have created the following microlearning recordings to assist grant recipients with navigating the process:

- [Microlearning Video – Requesting a DD-214](#)
- [Microlearning Video – Reading a DD-214](#)

[Veterans' Program Letter 06-24 Homeless Veterans' Recognition Program Requirements and Functions](#) also has detailed instructions in the “Obtaining Documentation of Veteran Status” section beginning on page 31.

Q: How do we find out who our DVET is to enroll in NVTI classes?

A: Your organization’s DVET is the same as your GOTR. Your GOTR is identified in Section 10: Program Official Contact Information on the first page of your Notice of Award (NOA).

Q: Can we have more than six users in the VETS Grantee Reporting System (VGRS) if the other users have view-only access?

A: You can request additional users with justification of need to your GOTR, who will review the request and determine the appropriate number of users for your grant.

Q: Is there an updated at-risk calculator? There isn't one located on the HVRP website.

A: The At-Risk Income Calculator Tool has been superseded by the HUD Income Limits tool as per the at-risk income eligibility procedures in [VPL 06-24](#) on page 29.

Q: Is it okay to use a non-work email to register for VGRS?

A: No. Grant recipients should use your business email address, *not* your personal email address. Some grant recipient organizations use free personal communication domains as their official business email. If you request access to VGRS with gmail.com, yahoo.com, outlook.com, or other similar personal email domains, please see the [VGRS Grantee Staff User Access Guide](#) on the [DOL VGRS](#) website for how to provide confirmation that the account is your official business email.